HOTPOINT HANDBOOK
MODELS FZ 90, FZ 70
FROST FREE FREEZER

Hotpoint®

Hotpoint Service and Spares

FOR SERVICE: If you have a problem with your appliance ring your local Service Office.
FOR SPARES and ACCESSORIES: To purchase spares and accessories send your Accessories Order Form to your Spares Centre. If the accessory or spare part you want is not on the form, contact your Spares Centre for prices and availability.
Please address all correspondence to Hotpoint Spares Centre or Hotpoint Service Office as applicable.

Service Offices are open between 8.00am-8.00pm Monday to Friday. 8.30am-6.00pm on Saturdays and 10.00am-4.00pm Sundays.

Spares Centres are open between 8.00am-5.00pm Monday-Friday and 8.00am-12.30pm on Saturdays.

■ Service Office and Spares Centre
● Service Office only

EAST
● **ESSEX:** Industrial Buildings, Beehive Lane, Chelmsford, CM2 9TE.
Post Codes RM & IG Tel: (01245) 492433
Remainder of Essex Tel: (01245) 269331
■ **PETERBOROUGH:** Celta Road, PE2 9JB. Tel: (01733) 64741
For Spares — Spares Administration Dept. Tel: (01733) 556520

LONDON
■ **HARROW:** Unit 10, Crystal Way, Harrow, Middlesex, HA1 2HP.
Tel: 0181-863 3636
For Spares — Tel: 0181-863 4113

MIDLANDS
■ **BIRMINGHAM:** Westgate, Aldridge, W Midlands, WS9 8UX.
For Service — Post Codes B Tel: (01922) 743374
All other Post Codes Tel: (01922) 743376
For Spares — Tel: (01922) 743377
■ **NOTTINGHAM:** Ashling Street, NG2 3JB.
For Service — Tel: 0115-986 2431/4322 For Spares Tel: 0115-986 0387

NORTH EAST
■ **WETHERBY:** Sandbeck Lane, LS22 4TW.
For Service — Tel: (01937) 581261/581444 For Spares Tel: (01937) 581221

NORTH WEST
■ **MANCHESTER:** 44/46 Station Road, Heaton Mersey, Stockport, SK4 3QT.
All LA Post Codes
For Service — Manchester North Tel: 0161-432 0513
Manchester South Tel: 0161-442 8677
For Spares — Tel: 0161-432 0255

SCOTLAND
■ **RENFREW:** West Lodge Road, Blythswood Estate, PA4 9EN.
All CA Post Codes
For Service — Tel: 0141-886 6241 For Spares Tel: 0141-886 5611

SOUTH
■ **KENT, SUSSEX AND SURREY:** Larkfield Trading Est, New Hythe Lane, Larkfield, ME20 6SW.
For Service — Tel: (01622) 790707
For Spares — Tel: (01622) 716631
■ **SOUTHAMPTON:** Unit R, S Hampshire Ind Park, Salisbury Rd, Totton, SO40 3SA.
For Service — Tel: (01703) 861981/667374 For Spares Tel: (01703) 867933

WALES
● **NORTH:** Westgate, Aldridge, West Midlands, WS9 8UX.
Tel: (01922) 743374.
■ **SOUTH:** 18 Western Ave, Bridgend Ind. Estate, Bridgend, CF31 3SL.
For Service — Post Codes CF, SA & SY23-25 Tel: (01656) 664121
Post Codes BS, GL (not 55), HR, SY15-18, LD1-8, NP. Tel: (01656) 655554
For Spares — Tel: (01656) 766111

IRELAND
● **NORTHERN:** 256 Ormeau Road,
Belfast, BT7 2FZ.
Tel: (01232) 647111
■ **EIRE:** 49 Airways Ind. Estate,
Dublin 17.
For Service — Tel: Dublin 426088
For Spares — Tel: Dublin 426836

CHANNEL ISLANDS – Service provided by Agents.
Normal Guarantees apply and all Service Schemes are available.
JERSEY: 19 Don Street, St. Helier.
Tel: (01534) 21625
or Clos D'Ormes, Pontac,
St Clements. Tel: (01534) 54808
GUERNSEY & SARK:
Valpys Stores, Grande Rue, St Martins,
Guernsey. Tel: (01481) 38422
or Barras Lane, Vale.
Tel: (01481) 51610
ALDERNEY: 32 High Street,
Tel: (01481) 822686

ISLE OF MAN – Service provided by Agents.
Normal Guarantees apply and all Service Schemes are available
from 5 Drumgold St., Douglas.
Tel: (01624) 673233
or Tromode Works,
Cronkbourne Village, Douglas,
Tel: (01624) 676066
or 17 Ridgeway Street, Douglas,
Tel: (01624) 25811/25848

SHETLAND, ORKNEY & WESTERN ISLES –
Service provided by Agents. Normal Guarantees apply, but Service Schemes are NOT available.
SHETLAND: Fort Road, Lerwick.
Tel: (01595) 2557
ORKNEYS: Hatstone Ind. Estate, Kirkwall.
Tel: (01856) 5457
WESTERN ISLES: 27 Bayhead Street,
Stornoway, Isle of Lewis
Tel: (01851) 3387
OTHER ISLANDS: Local Hydro Electric Shops.
EXCEPT ARRAN, BUTE & SKYE – Which are covered by Hotpoint.

In accordance with its policy of progressive product design, the Company reserves the right to alter specifications.

Hotpoint Ltd, Peterborough, PE2 9JB, England

cod. 174.5401.4

Your new Hotpoint Freezer

Using your new freezer is very simple. Nevertheless, for your own safety and to get the best results it is important that you read right through this handbook **before** using your freezer for the first time. Also do not load the freezer immediately it is switched on, but wait until the correct storage temperature has been reached (see page 8).

Electrical Requirements

We recommend that this appliance is connected to the mains supply via a suitable switched socket in a readily accessible position.

All Hotpoint appliances come complete with a fitted plug. The plug on your freezer has a 13A fuse. If the plug does not fit your sockets, a new plug can be fitted. Cut off the old plug and throw it away, do not insert it into a socket elsewhere in the house as this could cause a shock hazard.

WARNING: THIS APPLIANCE MUST BE EARTHED.

IMPORTANT: Fitting a Different Plug:

The wires in the mains lead are coloured in accordance with the following code:

Green and Yellow	– Earth
Blue	– Neutral
Brown	– Live

If you fit your own plug the colours of these wires may not correspond with the identifying marks on the plug terminals. This is what you have to do:

1. Connect the green and yellow (Earth) wire to the terminal in the plug marked 'E' or with the symbol ⏚, or coloured green or green and yellow.
2. Connect the blue (Neutral) wire to the terminal in the plug marked 'N' or coloured black.
3. Connect the brown (Live) wire to the terminal marked 'L' or coloured red.

With alternative plugs a 15A fuse must be fitted either in the plug or adaptor or in the main fuse box. In the event of replacing a fuse in the plug supplied, a 13A ASTA approved fuse to BS1362 must be fitted.

If the plug is the moulded on type the fuse cover must be refitted when changing the fuse. In the event of losing the fuse cover the plug must **not** be used until a replacement fuse cover has been obtained and fitted. A new fuse cover can be obtained from your nearest Hotpoint Spares Centre or local Electricity Company. The colour of the correct replacement fuse cover is that of the coloured marks or insert in the base of the plug.

Mains Lead Replacement

If the mains lead on this appliance needs replacing at any time, it must be replaced by a special lead which is obtainable from your nearest Hotpoint Service Office (see back page). A charge will be made for the replacement of the mains lead if you have damaged the lead or require a longer lead.

WARNING:

HOW TO AVOID ACCIDENTS TO CHILDREN. WHEN DISCARDING AN OLD FRIDGE OR FREEZER BE CERTAIN TO MAKE THE LOCK UNUSABLE. IF POSSIBLE, REMOVE THE DOORS AND DISCARD SEPARATELY.

DO NOT ATTEMPT TO STAND ON TOP OF YOUR APPLIANCE. IT IS NOT DESIGNED FOR SUCH USE AND YOU COULD INJURE YOURSELF OR DAMAGE THE APPLIANCE BY SUCH ABUSE.

DO NOT ALLOW THE CHILDREN TO PLAY WITH THE APPLIANCE OR TAMPER WITH THE CONTROLS.

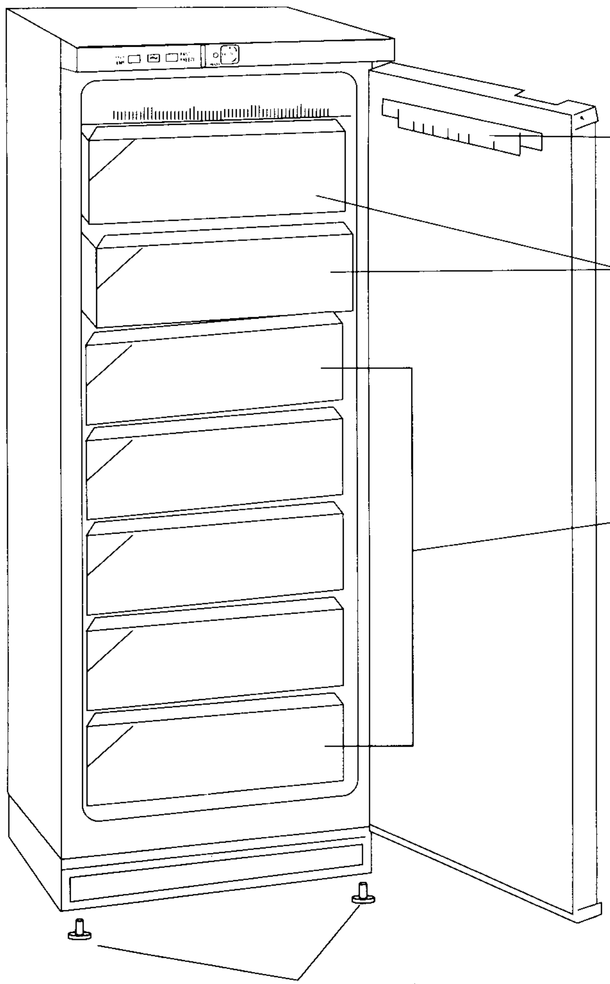
Contents

THIS BOOK COVERS MODELS FZ 90, FZ 70

Retention of the Instruction Book

This Instruction Book must be kept handy for reference as it contains important details on the safe and proper use of the appliance.
If you sell or pass the appliance to someone else, or move house and leave it behind, make sure this Book is also provided so the new owner can become familiar with the appliance and safety warnings.
If the Book is lost or damaged a copy may be obtained from Hotpoint Ltd, Celta Road, Peterborough, PE2 9JB.

Get to know your appliance



Models FZ 70, FZ 90

Hotpoint Service Cover

Satisfaction Guaranteed or Your Money Back

Hotpoint gives you a unique 'Satisfaction Guaranteed' promise – valid for ninety days after you have purchased your Hotpoint product. If there is a technical problem with your Hotpoint appliance, just call Hotpoint Service (see back page). If necessary we will arrange for an engineer to call. If the technical problem is not resolved under this Guarantee, Hotpoint will replace your appliance or, if you prefer, give you your money back. Your statutory rights are not affected, and the Guarantee is additional and subject to the terms of Hotpoint's Five Year Parts Guarantee.

Hotpoint's Free Five Year Guarantee

From the moment your appliance is delivered, Hotpoint guarantees it for **FIVE YEARS**.

- In the Five Years all replacement parts are **FREE** provided that they are fitted by our own Service Engineer. During the first year our Engineer's time and labour is also free.
- Our guarantee covers loss of food in our refrigeration and freezer products up to £250 during the first year, subject to verification by one of our engineers.
- After the first year we will charge for our Engineer's time and labour. We do, however, operate a range of Service Plans (see opposite) which, for an annual payment, enables you to cover any repair costs which may be necessary.
- All our service repairs are guaranteed for twelve months in respect of our labour and any parts fitted.
- The appliance must be used in the United Kingdom, and must not be tampered with or taken apart by anyone other than our own Service Engineers.
- You may, however, buy parts which can be safely fitted without specialist knowledge or equipment. The correct fitting of such parts, provided they are genuine Hotpoint spares, will not affect your Guarantee. Parts are available from our Hotpoint Spares Centres (see back page).
- Our guarantee does not cover the cost of any repair, or loss of food in refrigeration products, due to power failure, accidents or misuse. Nor does it cover the cost of any visits to advise you on the use of your appliance. Please read thoroughly the instruction book supplied with this appliance.
- If at any time during the Guarantee period we are unable to repair your appliance, we will refund any repair costs paid to us in the previous twelve months. We will also offer you a new appliance at a reduced charge instead of a repair.
- Our Guarantee is in addition to and does not affect your legal rights.
- Should you need independent advice on your consumer rights, help is available from your Consumer Advice Centre, Law Centre, Trading Standards Department and Citizens Advice Bureau.
- All Hotpoint servicing is carried out by our own Service Organisation located throughout the United Kingdom and Eire. We will be happy to deal with any problems which you may have.

Hotpoint's Extended Warranties

Whether you have just one or a number of Hotpoint appliances in your kitchen, Hotpoint has a range of Service Plans to give you complete peace of mind. They enable you to extend your one year labour guarantee so that you can have repairs completed FREE during the membership period.

Service Cover

We offer a number of payment methods; cheque, credit card or you can spread the cost and pay by direct debit (full details can be obtained on Free phone 0800 716356). This covers you for all repairs during the period of cover, which can be from 1 to 4 years. Service Cover also includes loss of food, up to the value of £250, in refrigeration appliances. There is also an option of Service Cover with Maintenance at an additional cost. This includes an annual Electrical and Safety check and replacement of any parts as necessary.

Kitchen Cover

An annual payment covers you for all repairs for all your Hotpoint appliances which are less than ten years old. It also covers the cost of loss of food up to £250 in our refrigeration and freezer products. There is also the option of Kitchen Cover with Maintenance at an additional cost. Any additional Hotpoint appliances purchased after you have joined Hotpoint Kitchen Cover will automatically be included during the annual period of cover without further charge.

Appliance Registration

To ensure that you have the opportunity to benefit from any of the above Service Schemes and other offers you should complete and return immediately the Appliance Registration Form/Questionnaire supplied with this appliance. Full details and costs of our Service Schemes, together with an application form, will be sent to you at the end of the first year of the guarantee.

Annual Safety/Maintenance Checks

Hotpoint strongly recommends that all its appliances are regularly checked for electrical and mechanical safety, whether or not they are covered by a Service Plan. Worn door gaskets or hoses may cause a leak on an appliance, which could become dangerous if neglected.

Proof of Purchase

For future reference please attach your purchase receipt to this booklet and keep it in a safe place.

Spares and Accessories

Spares and accessories can be ordered from your local Hotpoint Spares Centre (see back page), using the order form enclosed.

NOTE: Our Engineers will use every effort to avoid damage to floor coverings and adjacent units when carrying out repairs/service work, but in locations where the Engineer advises you that it will be impossible to move appliances without risk of damage, he will only proceed with your approval that no liability is accepted.

If your Freezer won't work

. . . don't panic

Just run through these quick checks before calling your nearest Hotpoint Service Office.

1. Check that the plug is firmly in the wall socket and that the power supply is on.
2. Check the power supply to the socket by plugging in another appliance.
3. If the other appliance works, check the fuse in the freezer's plug.
4. If you have changed the plug, check the wiring (see page 2).
5. If there is excessive noise or vibration, check that a) the four corners of the appliance are firmly in contact with the ground (see page 5), b) the appliance is not in contact with another appliance or kitchen furniture, and c) the rear condenser is not vibrating.
6. If, when switching on the appliance initially, it won't start, the defrost cycle may be in operation. Wait approximately $\frac{1}{2}$ hour for the appliance to start automatically.
7. The red indicator lamp will glow when:
   - the appliance is switched on initially
   - when the freezer control is switched to a colder position (beyond FF)
   - during auto defrosting
   - fresh food is placed in the freezer
   - the door of the appliance is frequently opened and/or opened for a long time.
8. If the green indicator light ceases to glow:
   If the compressor does not work; check the power supply to the socket by plugging in another appliance.
9. If the internal temperature is too warm:
   - turn the thermostat control to a colder position (+)
   - check that the doors are closed
   - check that the appliance is not near a heat source
   - check that air is able to circulate fully around the exterior of the appliance: particularly the rear and the sides
   - open the door as little as possible until the normal operating temperature is achieved.
10. If the internal temperature is too cold:
    - turn the thermostat control to a warmer position (–).
11. Check that the appliance has not been switched off inadvertently and/or the plug has been removed. If it has been switched off in error, wait 10 minutes before switching on again.

Installing your appliance

Where to put your appliance

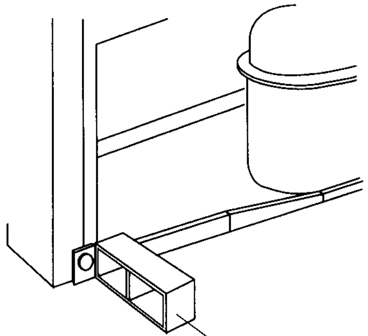
Your appliance should be placed where it is easy to use, adjacent to a work surface is often a good position.

It is advisable to position the appliance away from anything which gives off heat, a cooker or radiator for example or in a position where sunlight is liable to shine directly onto the appliance.

The freezer will operate in temperatures up to +32°C.

Ensure that there is a 5cm gap between the appliance and other items – wall kitchen units or appliances.

To allow for sufficient space at the rear of the appliance for air circulation, two spacers are provided. Position these onto each corner of the rear side edge. See diagram below.

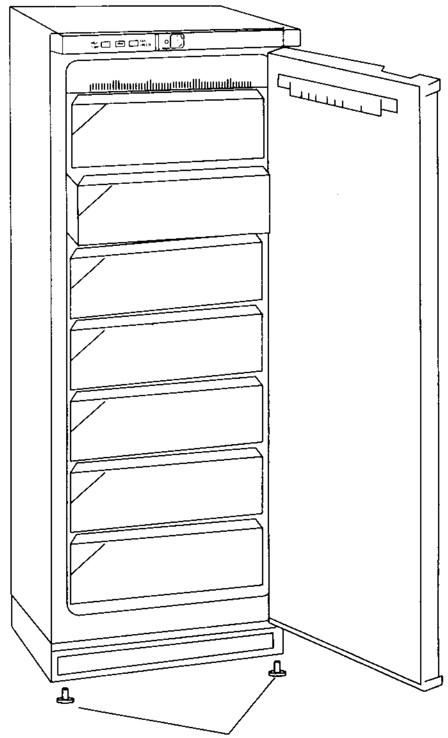


Position of spacers

Carefully push the appliance into position until the spacers are against the wall. Adjust both feet either clockwise or anti-clockwise until all four corners of the appliance are firmly in contact with the floor.

Adjustment of the upper hinge

If the upper door is not in line with the control panel, partially unscrew the screw fixing the pivot plate to the upper hinge. Move the plate to the right or left in order to line up the upper panel of the door to the control panel.



Location of the adjustable feet

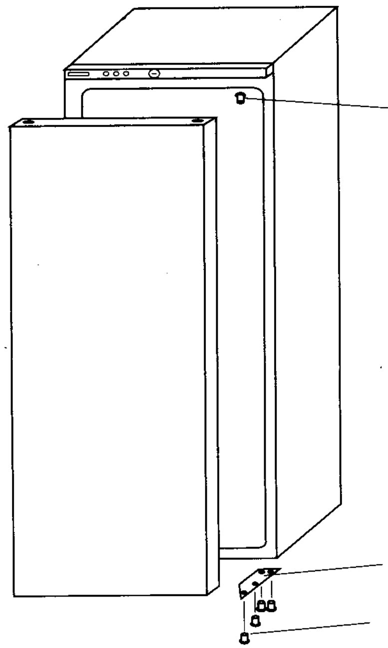
Installing your appliance *(cont)*

Repositioning the door hinges

Upright freezers are normally supplied with the door hinged to the cabinet on the right hand side (looking from the front), when necessary it is possible to change the door to hinge on the left hand side.

The procedure is as follows:

1. Unscrew and remove the bottom hinge **(A)** and lift off the door.
2. Unscrew the support pin **(B)** from the bottom hinge, turn the hinge over and refit the support pin to the opposite side.
3. Unscrew the top support pin **(C)** from the right upper hinge and refit to the upper left hand hinge.
4. Remount the door on to the top support pin.
5. Refit the bottom hinge **(A)** to the left side.
6. Remove the handle from left side and fit it to right side.



Caring for your Freezer

Cleaning

Your appliance is designed to be frost free. There is no need to defrost, as this is carried out automatically.

Note: When the appliance is in the defrost cycle the unit may not operate. This is not a fault.
When the defrost cycle has completed, the appliance will operate automatically

The appliance interior is cooled by air flow through vents. The frost is absorbed by the evaporator, defrosted and the excess water flows into a small container from where it evaporates.

Cleaning the interior of the freezer

Switch off the mains electricity supply and remove the plug from the socket outlet. Remove the contents of the freezer. Frozen food can be wrapped in protective material eg. newspaper to retain the food in a frozen state.

Wipe out the interior of the freezer using a clean cloth wrung out in solution of 1 teaspoonful of bicarbonate of soda to 1 pint of water **or** Milton diluted according to the manufacturer's instructions.

Never use any household cleaner or detergent, abrasive powders or wax polish. These not only damage the surfaces, but also leave a smell in the freezer. Before you refill the freezer ensure it is thoroughly dry.

Clean the outside of the freezer, **but not the door seal**, with a damp cloth, using a small amount of detergent, followed by a wipe down with a clean cloth. **Do not** use an abrasive powder. **The rubber door seal must be cleaned with soap and water only as detergent will damage it.**

Finally, the compressor and condenser at the back of the freezer can be carefully cleaned. Use a brush or vacuum cleaner to remove any dust. **Always** check that the freezer is disconnected from the mains when doing this.

Remember to replace the mains plug and switch on after cleaning your freezer.

Going away

If you expect to be away for any length of time and don't want to use the appliance, turn the thermostat control to 'O' (off). Switch off at the power point and pull out the plug. Remove all food and follow the cleaning instructions opposite. **Always** leave the door ajar to prevent the accumulation of odours.

Spare Parts

Please remember your new appliance is a complex piece of equipment.

'DIY' repairs or unqualified and untrained service people may put you in danger, could damage the appliance and might mean you lose cover under Hotpoint's Parts Guarantee.

If you do experience a problem with the appliance don't take risks; call in Hotpoint's own Service Engineer.

The address and telephone number of your nearest Hotpoint Service Office is in your local telephone directory.

Our spare parts are designed exclusively to fit only Hotpoint appliances. Do not use them for any other purposes as you may create a safety hazard.

Do's and Dont's

Freezer compartment

Do:– Always choose high quality fresh food and be sure it is thoroughly clean before you freeze it.

Do:– Prepare fresh food for freezing in small portions to ensure rapid freezing.

Do:– Remember lean foods last longer than fat foods.

Do:– Wrap all foods in aluminium foil or polythene bags and make sure any air is excluded. Keep the door shut when freezing fresh food.

Do:– Separate food in different baskets for easy identification.

Do:– Wrap frozen food when you buy it and put it into the freezer compartment as soon as possible.

Do:– Store commercially frozen food in accordance with the instructions given on the packets that you buy.

Do:– Always defrost frozen foods before cooking unless instructions on the packet state otherwise.

Do:– Ensure that fresh food which is frozen, is well labelled and dated.

Freezer compartment

Don't:– Exceed the maximum freezing loads when freezing fresh food (see page 9).

Don't:– Put hot food into the freezer compartment. Let it cool down first.

Don't:– Leave the door open for long periods as this will make the freezer compartment more costly to run.

Don't:– Put liquid-filled bottles or sealed cans containing carbonated liquids (fizzy drinks, etc) into the freezer compartment as they may burst.

Don't:– Try to keep frozen food which has thawed; it should be eaten within 24 hours or cooked and refrozen.

Don't:– Give children lollipops and water ices direct from the freezer compartment. The low temperature may cause 'freezer burns' on their lips.

Don't:– Store poisonous or dangerous substances in the freezer. Your freezer has been designed for the storage of edible foodstuffs only.

Getting your appliance ready for use

Before use, the interior including the door and all removable parts should be wiped out.

Use a clean damp cloth, wrung out in either a solution of 1 teaspoonful of bicarbonate of soda to 1 pint of water **or** Milton diluted according to the manufacturer's instructions.

WARNING: NEVER USE ANY HOUSEHOLD CLEANER OR DETERGENT, ABRASIVE POWDERS OR WAX POLISH. THESE NOT ONLY DAMAGE THE SURFACES, THEY ALSO LEAVE A SMELL IN THE FREEZER.

Wipe dry using a clean dry cloth.

Final check

Before you start the appliance check the following:

1. It is thoroughly dry inside.
2. The appliance is standing level and all feet are correctly adjusted and in firm contact with the floor.
3. Air can circulate freely around the appliance including the rear.
4. The baskets are correctly fitted.

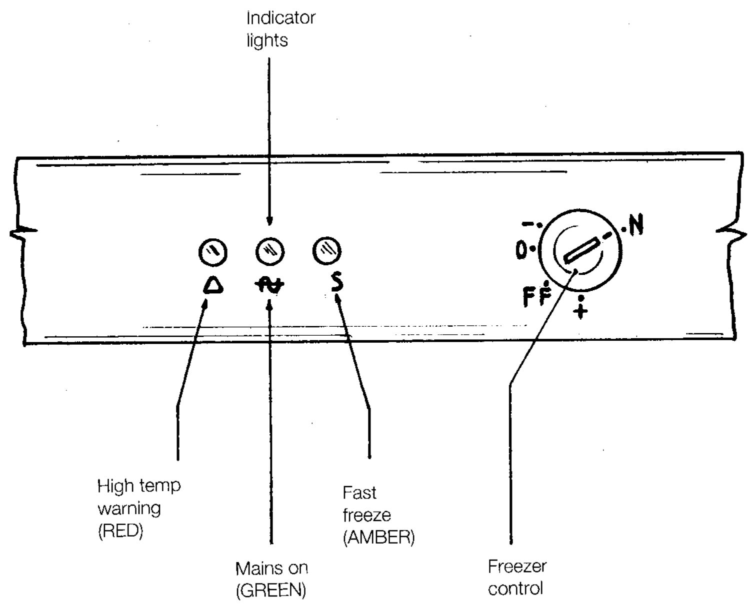
Starting

Note: The appliance should be allowed to stand for two hours before switching on if it has been moved in the horizontal position at delivery or prior to placing in the correct working position.

Insert the plug into the socket outlet and switch on the electricity supply.

NOTE: It is possible that the defrost cycle may be in operation when the appliance is switched on initially. Wait approximately 30 minutes for the appliance to start automatically.

The Controls



The Controls *(cont)*

You may hear as noise as soon as the compressor starts up.

However as this model is frost free, the defrost cycle may be in operation even though you have only just switched it on. After approximately 30 minutes the freezer will start automatically.

Do not fill the appliance with food items immediately – wait 4-5 hours before storing frozen food.

Running in the compressor

Your freezer is operated by a compressor which switches on and off in order to maintain the freezer's temperature. The compressor is a precision piece of machinery and, like a car engine, requires a running-in period of up to 2 months. During this time the compressor may have to work a little harder and this may result in more noise than usual.

Controlling the Temperature

Setting the temperature in the freezer

The internal temperature of the freezer can be selected by placing a coin in the slot provided and turning the control clockwise to N for Normal operating temperature.

Setting – (Min) provides a higher (warmer) than normal storage temperature.

Setting + (Max) a lower (colder) than normal storage temperature.

During hot weather a setting between N and + is recommended and during cold weather a setting between N and – may be selected.

Setting FF provides a fast freeze for the freezing of fresh foods. Place a coin in the slot and turn the dial to the fast-freeze setting. The amber indicator light will glow when 'FF' setting has been selected.

Indicator lights – adjacent to the facia controls.

When fast freezing has been completed turn the control to the normal operating position. The amber indicator light will cease to glow.

Red temperature warning light

Comes on when the appliance is switched on initially and remains on until the correct temperature has been reached. If it comes on for a short period when you open the the freezer door to load or unload food, or when freezing fresh food; (storage times will not be affected) or during defrosting. However, if the red light stays on this indicates that something is wrong. First a check that:

a) the door has not been accidentally left open
b) if the temperature control has not been turned to – to provide a higher (warmer) than normal temperature
c) if the appliance is on automatic defrost (this occurs once or twice a day and during defrosting the red light will glow)
d) fresh food has not been placed inside the freezer for fast freezing.

If these are not the cause of the problem, call your nearest Hotpoint Service Office or local importer (outside the United Kingdom).

NOTE: WHEN THE FREEZER CONTROL IS TURNED TO ● THE FREEZER WILL BE SWITCHED OFF. IF CONTROL IS INADVERTENTLY SWITCHED TO ● WAIT AT LEAST 10 MINUTES BEFORE SWITCHING APPLIANCE ON.

Green 'Mains on' Indicator Light

Comes on and remains on as long as the electricity supply is not interrupted.

Amber Fast Freeze Indicator Light

Glows when 'FF' has been selected

Storing Food

Storing food in your freezer compartment

Your freezer compartment carries the *** symbol which indicates that it is suitable for the long-term storage of commercially-frozen foods and can also be used to freeze and store fresh food.

Generally speaking long-term storage means up to 3 months, but this will vary with the nature of the packaged food, so always follow the manufacturer's recommended storage time given on the packet. For storing home frozen fresh food refer to the pictorial guide on the door liner.

If there is a power failure do not open the freezer door.

Frozen food should not be affected if the failure lasts for less than 13 hours. If the failure is longer then the food should be checked and either eaten immediately or cooked and then refrozen.

Freezing fresh foods

Maximum freezing loads

You can freeze a quantity of fresh or cooked food in any 24 hours up to what indicated in the data label.

When freezing fresh food select setting 'FF' on the freezer control (the 'FF' light will glow) add the fresh food. After 24 hours turn the control back to 'N'.

If you want to freeze a large amount of food, wait 24 hours after setting on fast freeze before inserting the food.

Freezer contents cards

Use a soft pencil to itemise both the contents of the freezer compartment and the 'use by' dates. Use a soft rubber to remove the writing.